

OFFICE OF THE DEAF AND HARD OF HEARING

D11A04.01 EXECUTIVE DIRECTION

PROGRAM DESCRIPTION

The Office of the Deaf and Hard of Hearing (ODHH) advocates for and promotes the general welfare of individuals in Maryland who are deaf or hard of hearing. Under the authorizing statute, Chapter 537 of the Acts of the 2001 General Assembly, the specific responsibilities of the office include the following services for deaf and hard of hearing individuals: (1) providing, advocating and coordinating the adoption of public policies, regulations and programs; (2) improving access to communication and to existing services and programs; (3) providing direct services as appropriate; (4) increasing public awareness of the needs and issues affecting deaf and hard of hearing individuals; (5) working with State and local agencies to ensure access to safety and emergency services, including the acquisition and distribution of visual smoke detectors; (6) developing a referral service; (7) serving as an information clearinghouse on the needs and issues affecting deaf and hard of hearing individuals; (8) working to increase access to educational, health and social opportunities; (9) working with private organizations, the Federal government and other units of State government to promote economic development; (10) working to eliminate underemployment and unemployment; (11) providing a network through which services provided by State and Federal programs can be channeled; and (12) promoting compliance with State, local and Federal laws and assisting in the development of policies to improve the lives of individuals who are deaf or hard of hearing.

MISSION

The Office of the Deaf and Hard of Hearing exists to provide expertise related to deaf and hard of hearing issues to Maryland citizens and to facilitate their ability to access resources and services.

VISION

ODHH believes that all Maryland citizens who are deaf or hard of hearing should have equal and full access to resources, services and opportunities for participation in all aspects of community life through the provision of appropriate accommodations.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Evaluate and identify gaps in State programs and services for deaf and hard of hearing individuals.

Objective 1.1 Collaborate with State and local agencies providing social services to deaf and hard of hearing individuals to identify actions needed to improved accessibility and ensure effectiveness and compliance of existing services and programs for deaf and hard of hearing individuals.

		2005	2006	2007	2008
Performance Measure		Actual	Actual	Estimated	Estimated
Input:	Number of requests for information received**	**	**	**	48
Outputs:	Instances of technical assistance provided**	**	**	**	48
	Number of awareness & sensitivity training sessions conducted	1	6	8	4
	Number of participants at awareness & sensitivity training sessions	204	112	280	100

Objective 1.2 Increase representation from the deaf and hard of hearing community on advisory and policy-making entities at all levels.

		2005	2006	2007	2008
Performance Measures		Actual	Actual	Estimated	Estimated
Output:	Number of advisory and policy-making entities with deaf or hard of hearing representatives	11	10	12	13

Note: ** New performance measure starting in FY 2008 for which data is not available prior to FY2007.

OFFICE OF THE DEAF AND HARD OF HEARING

D11A04.01 EXECUTIVE DIRECTION (Continued)

Goal 2. Promote awareness of ODHH as a State resource for information and referral on issues affecting deaf and hard of hearing individuals.

Objective 2.1 Increase awareness of the information and referral service of ODHH.

		2005	2006	2007	2008
Performance Measures		Actual	Actual	Estimated	Estimated
Input:	Number of requests for assistance received	312	259	340	250
Output:	Instances of assistance provided	259	249	302	250
	Number of announcements disseminated**	**	**	**	360
	Number of contacts developed at these outreach activities***	53	***	***	***

Objective 2.2 Ensure timely responses to requests for information.

		2005	2006	2007	2008
Performance Measures		Actual	Actual	Estimated	Estimated
Outputs:	Percentage of email/phone inquiries responded to within one business day	73%	77%	85%	85%
	Percentage of written inquiries received directly responded to within 10 business days	90%	100%	85%	85%
	Percentage of letters received through the Governor's Office responded to within a three-week period	80%	80%	85%	85%

Goal 3. Provide pertinent information about issues and developments within the State.

Objective 3.1 Strengthen communication between ODHH and stakeholder communities.

		2005	2006	2007	2008
Performance Measures		Actual	Actual	Estimated	Estimated
Outputs:	Number of community activities/meetings participated in	26	21	22	25
	Number of ODHH town hall/public forums hosted	5	4	4	4

Objective 3.2 Promote public awareness of and access to information by participating in the community outreach projects.

		2005	2006	2007	2008
Performance Measures		Actual	Actual	Estimated	Estimated
Inputs:	Number of training requests received**	**	**	**	5
Outputs:	Number of training sessions conducted**	**	**	**	5
	Number of outreach activities participated in	9	11	20	20
	Number of contacts developed at these outreach activities	676	4,980	1,600	3,000

Note: ** New performance measure starting in FY 2008 for which data is not available prior to FY2007.

*** This performance measure will be dissolved after FY 2007.